

Alexander House Surgery
2 Salisbury Road, Farnborough, Hampshire, GU14 7AW

PPG LES 2013/14
Report

Practice Summary

Alexander House Surgery have a population of approximately 9,400 patients looked after by five partners, two full time and three part time (4.25 FTE). We are a PMS Practice.

The surgery's core opening hours are from 8.00am - 6.30pm Monday to Friday.

Appointments may be made by telephone, in person at the surgery or on online.

We run a triage appointments system for our patients which means you can request a call from a doctor who will assess your medical needs and either give you an appointment on the same day, offer advice over the telephone or book you a routine appointment for later in the week. This type of appointment system is designed to eliminate long waits for you to see a doctor.

If you do not want to be seen on the same day, there are a number of appointments that a patient can book in advance.

The surgery also opens every Thursday evening and also on the 1st and 3rd Saturday of each month for routine appointments:-

Thursday 18:30 – 20:00 GP and Practice Nurse

Saturday 08:00 – 10:00 1 GP on the 1st and 3rd Saturday of each month and 1 Practice Nurse on the 3rd Saturday of each month.

Step 1 : Develop a PRG

Our PRG was developed in Year 1 of the DES and has continued into Year 2 and Year 3.

Practice profile

The patient demographics were identified and confirmed via a clinical system search which identified patient's age/sex/ethnicity/ illness prevalence.

- The demographics were discussed with practice staff and partners
- Included searches on age/sex and ethnicity and QOF prevalence from PCT
- Noted very small numbers of Afro/ Caribbean and Other Asian (Chinese etc)
- Significant total numbers of Asians (Indian/ Nepalese and Pakistani) but not very significant individually
- More significant numbers of East European especially women
- Larger than average SMI prevalence
- Larger older age group.

Methods used to form PRG and ensure representativeness

- Invitations made by GPs and nurses during consultations
- Invitations in waiting room distributed by the actual PPG
- Invitation on web site and Facebook
- Letters sent to ethnic minorities
- Ongoing process from September 2011 to date (March 2014)

- Notice and letters remain in the waiting room
- PPG remain engaged to attract more PRG members and GPs continue to speak to patients in consultations
- Plan a further “blitz” in April after the survey results have been published and reported on.

Profile of the PRG

- 50 current members of PRG (an increase on 2012/13)
 - Reasonable age and sex distribution from 18-79yrs, mainly women but males represented in each age group
 - The ethnic minorities are represented in proportion to the practices demographics
 - Good mix of Long Term Conditions represented including those with mental illness
- The group was fully established in January 2012 but has been building up since October 2011, and we continue to recruit to the group
- Additional information on PPG -
 - 18 members, one Malaysian who is very closely involved with the SMI community and one lady with SMI
 - Age range is mainly retired, but there has been a steady increase in members aged between 40 – 65 years. We also have a good range of Long Term Conditions represented

Step 2 : Agree areas of priority with the PRG

The PRG met on 2nd October 2013 and raised the need to complete a patient satisfaction survey for 2013/14. Representatives of the PPG met with the Practice Manager on 13th December 2013 to discuss the priorities and developed a draft survey. These were then circulated amongst the virtual group on 17th December 2013 for their comments and suggestions. The members of the virtual group were asked to respond within 2 weeks.

It was agreed that all the questions asked were relevant to the following criteria:-

- patients’ priorities and issues
- practice priorities and issues including themes from complaints
- planned practice changes
- Care Quality Commission (CQC) related issues
- National GP patient survey issues

All the areas put forward were agreed for the survey. These were:-

- The Appointment system
 - Ease of use
 - New triage system
 - Advanced booking
- Patient use of both primary care, out of hours and secondary care services
- Areas for improvement within the surgery

Dates of correspondence with the PRG (e.g. emails / meetings to discuss priority areas):-

| | | |
|-------------------------------|-------------|---|
| 3 rd April 2013 | PPG Meeting | General update for PPG |
| 5 th June 2013 | PPG Meeting | General update for PPG |
| 7 th August 2013 | PPG Meeting | General update for PPG |
| 3 rd October 2013 | PPG Meeting | Discussed Patient Survey and need to set a separate meeting to discuss 2013/14 survey |
| 2 nd December 2013 | PPG Meeting | General update for PPG |

Step 3 : Collate patient views through use of a survey

The survey was agreed and ran from 2nd January to 14th February 2014.

The survey was handed out to patients by the GPs and nurses and was also handed out to patients in the waiting room by members of the PPG as well as being available to pick up at the reception desk. Posters were also put up in the practice asking patients to either complete the survey online or pick up a questionnaire at the reception desk. The practice website had information about the patient survey on its main page. It was easily visible and accessible to all patients.

Please refer to the 2014 Questionnaire Results document for the full results including the PPG and Practice comments.

Dates of correspondence with the PRG (e.g. emails / meetings to discuss priority areas):-

| | | |
|--------------------------------|---------------------------|---|
| 24 th February 2014 | Extraordinary PPG Meeting | Review of patient survey responses, analysis of results and agree actions |
|--------------------------------|---------------------------|---|

Step 4 : Provide PRG with opportunity to discuss survey findings and reach agreement on changes to services

The PPG met independently on 30th January 2013 to discuss the survey results as well as formulate comments and proposed actions to present to the practice. The survey results, comments and proposed actions were discussed at the PPG meeting on 6th February 2013. These were then viewed by the partners and Practice comments were fed back including a draft action plan.

Dates of correspondence with the PRG (e.g. emails / meetings to discuss priority areas):-

| | | |
|--------------------------------|---------|--|
| 24 th February 2014 | Meeting | PPG met to discuss results of the survey |
| 28 th February 2014 | Email | Results shared with practice. Comments invited |
| 3 rd March 2014 | Meeting | Partners discussed the results of the survey |
| 4 th March 2014 | Email | Practice Manager fed back practice comments and actions to PPG |
| 14 th March 2014 | Email | Final version of survey signed off |

Step 5 : Agree action plan with the PRG and seek PRG agreement to implementing changes

Please refer to the 2014 Questionnaire Results document for the full results including the PPG and Practice comments.

Action Plan for 2013/14:-

| ACTION | BY WHOM | BY (DATE) |
|--|----------------|------------------|
| Practice to explore all forms of communication methods in order to ensure as wide a group of patients are informed on news as possible. E.G. Waiting room, website, practice leaflet, SMS, email etc | Practice & PPG | Ongoing |
| Improve waiting room décor | Practice | March 2015 |
| Promote the regular clinic times and the different appointment types available to patients | Practice | April 2014 |
| Re advertise the practice extended opening hours | Practice | April 2014 |

Update on Action Plan from 2012/13 survey:-

| ACTION | Progress |
|---|---|
| To carry out an awareness campaign (leaflet/ poster/ newsletter/ website) to ensure all our patients are aware of how our appointments system works | Complete – June 2013 |
| Run in house training for our reception team to ensure all patients with an urgent problem can seen or spoken to on the phone by a GP on the day | Complete – May 2013 |
| Conduct a 1 month trial enabling patients to book 14 days in advance. | Complete – October 2013 |
| Offer text message reminders to patients | Complete – June 2013 |
| Implement online appointment booking for routine appointments | Complete – October 2013 |
| <u>Privacy</u> – Introduce a line on the floor at the reception desk to encourage patient privacy to speak to receptionists – Investigate installing a TV / Radio | Complete – April 2013 Complete – December 2013 |
| Redecorate the reception area, corridors and consulting rooms | Action carried forward |
| Create a designated space in the waiting room for wheelchairs | Complete – April 2013 |

Step 6 : Publicise actions taken – and subsequent achievement

The Patient Survey results, Local Patient Participation Report and Action Plan are all publicised on our practice website – www.alexanderhousesurgery.com